

POWSZECHNY ZAKŁAD UBEZPIECZEŃ SPÓŁKA AKCYJNA

organizational structure

President
of the Board

Members of the Board

- internal audit
- internal control
- legal consulting
- PZU Group strategy
- project management and M&A
- corporate security
- marketing
- direct sales
- sales support
- sales analysis

Corporate Management Department:

- corporate management
- PZU Group corporate governance
- relations and corporate communication
- sponsorship
- prevention

HR Department:

- HR
- HR operations

Individual and SME Insurance

Product Department:

- management of individual and SME insurance products and insurance programs (offer management, actuarial tariff, underwriting, analysis)

Exclusive Sales Department:

- exclusive sales and sales network management

Multiagency and Brokerage

Sales Department:

- multiagency and brokerage sales and sales network management

Group Network Department:

- branch network management and development

Insurance Operations Department:

- insurance operations
- after-sales customer service

Administration and Logistics

Department:

- administration
- real estate
- purchase

IT Department:

- IT strategy and project management
- IT architecture and infrastructure management
- management and development of IT systems
- IT support
- cybersecurity

- reinsurance

Corporate Client Department:

- corporate sales management
- corporate product management (offer management, underwriting and risk assessment, analysis)
- financial risk insurance
- corporate business strategy and development
- corporate business service

Dealer Programs Department:

- dealer programs and sales network management

- customer experience management
- innovations and AI

Cooperation with Banks and Strategic Partner Department:

- bancassurance (management of product and sales, actuarial tariff, analysis)
- assurbanking
- coordination and supervision of cooperation with PZU Group banks
- strategic partnerships and new businesses

Customer and Digital Services

Department:

- CRM
- management of digital processes and services

Health Insurance Department:

- health insurance management
- analysis and sales support
- after-sale service

- actuarial

Investment Department:

- assets allocation
- macroeconomic analysis
- alternative investments
- real estate investments
- treasury

Financial Department:

- information management
- planning and controlling
- tax policy
- accounting
- insurance accounting
- internal operations

- debt collection
- counteracting insurance crime

Claims and Benefits Service and Remote Channels Department:

- claims and benefits service
- assistance
- remote customer service

- risk management

- compliance
- AML in PZU Group
- sustainable development